

# Department of the Navy Government Travel Card Program

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# Travel Card Program Overview

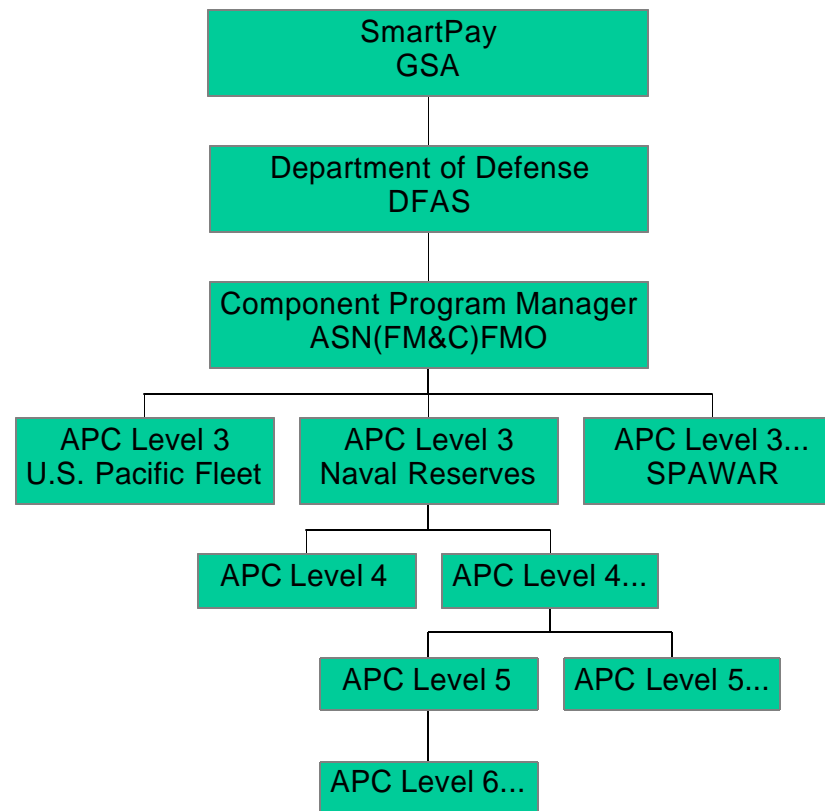
- A government wide program
  - General Services Administration (GSA) awards and administers a master contract for the government travel card program.
- DoD portion administered by Defense Finance and Accounting Service (DFAS)
  - DoDFMR Vol. 9, Ch. 3
  - All Military Departments participate in administration/decisions/negotiations

# Component Program Manager

CPM responsibilities:

- ASN(FM&C)FMO currently serves as the DON Component Program Manager
- Establishing and managing the DoD Travel Card Program within each Service
- Maintaining the Service's organization structure (hierarchy)
- Day-to-day program operations transitioning to the DON e-Business Office

# Travel Card Organization



# Agency Program Coordinator Responsibilities

Level 3 APCs (Major Command, e.g. CINCPACFLT) should:

- Monitor the travel card program, including delinquencies, within their commands
- Provide their subordinate commands' APCs information on the program
- Maintain APC structure within their command

# Agency Program Coordinator Responsibilities

- Maintain a current list of all cardholders within their command
  - Track arriving and departing cardholders
  - Process mission-critical status requests as needed
- Notify cardholders and supervisors of account delinquencies
- Terminate cardholder's account if leaving Service

# Travel and Transportation Reform Act

Public Law 105-264 - 19 October 1998

- Shall be used by all U.S. government personnel for official government travel expenses, unless otherwise exempted:
  - Infrequent travelers (DoD definition: 2 or less trips per year)
  - Meals & Incidental expenses; PCS expenses; vendors who do not accept the credit card; travelers who are denied the travel card or cards have been cancelled
- Requires that travel claim reimbursement be made within 30 days
  - Requires the payment of interest to travelers whose claims are not settled within 30 days

# DON Delinquencies

(60+ days past due)

- As of May 2001, delinquencies had fallen to \$4.4 million, near the lowest levels ever.
- Increased focus on delinquent accounts helped reduce delinquencies.
  - APCs need to clean up card holder data
  - Need to maintain command focus
  - Communications



# Mailing to Delinquent Accountholders

- In early February 2001, the Navy Comptroller sent letters to nearly 14,000 Navy and Marine Corps cardholders that were over 60 days past due.
  - Urged cardholder to make payment
  - Discussed reporting to credit bureaus
- We have seen very positive results, with over 70% of the accounts having been paid since then.

# Program Changes

- To make the government's process more business/commercial like and to address concerns of Bank of America, a task order modification was signed on 11 April 2001:
  - DoD will review all open accounts with a goal of deactivating infrequent travelers and canceling unnecessary accounts
  - DoD committed to implement salary offset as provided for in TTRA
  - Makes split disbursement the default payment method for travel settlement

# Program Changes

- Lowers initial card limits for both standard (to \$2,500 with \$250 cash) and restricted (to \$1,000 with \$125 cash) cards
  - APCs may still adjust limits to meet mission requirements
- Implements a \$20 fee for expedited delivery (excludes emergency replacement of lost/stolen cards)
  - Fee is reimbursable to the traveler

# Program Changes

- Changes late fee to \$29 per month starting 75 days past bill date
- Increases cash advance fee to 3% or \$2, whichever is greater
- Requires DoD to adopt more stringent in/out processing procedures
- Allows Services to independently explore a debit card program with the bank

# Program Changes

- Other Program Changes (Outside the Contract)
  - \$10 charge for pay-by-phone transactions (non-reimbursable)

# Web Resources

- Office of Financial Operations  
[www.fmo.navy.mil/financialservices/Travel.htm](http://www.fmo.navy.mil/financialservices/Travel.htm)
- Defense Financial Management Regulations  
[www.dtic.mil/comptroller/fmr/09/09\\_03.pdf](http://www.dtic.mil/comptroller/fmr/09/09_03.pdf)
- Defense Finance and Accounting Service  
[www.dfas.mil/money/travel](http://www.dfas.mil/money/travel)
- Bank of America  
<https://www.gcsuthd.bankofamerica.com>

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